

the facility or portion of the facility where the alleged discriminatory act took place.

- (d) Arranging, as necessary, to interview employees of the complained against facility or portion of facility at their homes in order to avoid situations which could prove embarrassing to the employee.
  - (e) Obtaining copies of any appropriate documents, records or statistics.
4. The investigator will make a complete written report of facts, conclusions, and recommendations resulting from the investigation to the Civil Rights Coordinator who will forward a copy of the report to the appropriate action level within the Agency for necessary action which will include:
- (a) Writing the complained against facility or portion of facility, department head or chief executive of the findings of the investigation and what corrective action, if any, must be taken with a specified date for completion.
  - (b) Writing the complainant of the results of the investigation.
  - (c) Taking follow-up action to determine that any corrective action has eliminated the complained about discrimination.
5. A complete record of the entire complaint matter will be maintained by the Civil Rights Coordinator for review by appropriate Bureau officials.

## VII. Periodic Compliance Reviews

- A. At least once each year and, upon the filing of a complaint, organization, policies, and practices of the facility, the facility in the program will be visited for the purpose of parallel compliance review to insure that patients are utilized in form with Title VI of the Civil Rights Act, the regulations, and the Agency's Statement of Compliance. These reviews will be monitored by the Civil Rights Coordinator.
- B. The compliance review will include but not be limited to the following:
  1. Discussions with members of the community, ethnic groups, and others who are familiar with the facility.
  2. A review of data and records; a conference with the facility head or his representative; and a tour of the facility to gather facts concerning:
    - a. Desegregation of physical facilities.
    - b. Adequacy and availability of notation to identify potential clients, and the public announcement of the facility's status of compliance with the Civil Rights Act.
    - c. Minority participation in programs.
    - d. Procedures for the delivery of services.
    - e. Uniformity of treatment.
    - f. Utilization of minority employees, contractors, vendors, service and patients or contractors of the program.

- - g. Referral practices
  - h. Employment practices
  - i. Equal opportunity for participation in training programs
  - j. The bilingual/cultural capability of the staff for delivering programs
- C. If any item of discrimination is discovered, the appropriate executive or department head in charge of the development will be notified in writing of the necessity for corrective action.
- D. Follow-up action will be taken to determine that any corrective action eliminated the discrimination.
- E. A complete report of the entire review will be prepared and made a part of Agency files for review by appropriate NMIC offices.

VII. Responsibilities of the Agency relating to its contractors, subcontractors, grantees, or other vendors:

- A. The Agency will require of those utilizing it under contract and/or other arrangements for the delivery of programs, services to its clients the same obligations required of all employees of the Methods of Administration.

The Agency will obtain from each of the vendor, contractor, a assurance that it will comply with Title VI of the Civil Rights Act. In all new contracts, other than ones entered into prior to the discrimination clause will be inserted. This provision will be reflected in the Agency's contract and a statement that services were provided without regard to race, color, gender, or ethnicity.

B. At least once each year the Agency will review each of its contractors, subgrantees, or other vendors to determine that the requirements of the Agency are being fulfilled and that practices being utilized conform with Title VI of the Civil Rights Act, the Regulation, and the Agency's Statement of Compliance. If any item of discrimination is discovered, the appropriate offices of the contractor, subgrantee or vendor will be notified in writing of the necessity for taking corrective action. The Agency will take follow-up action to determine that any corrective action eliminated the discrimination. A complete report of the entire review will be prepared and made a part of Agency files for review by appropriate DIAA officials.

#### IX. Amendments or Modifications to the Above

These Methods of Administration may be amended or modified from time to time in the interest of promoting a greater degree of compliance with Title VI of the Civil Rights Act, the Regulation, and the Agency's Statement of Compliance.

1/24/76  
Date

1/24/76  
Agency Head